



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING
USING ROUTING AND ESCALATION RULES
Serial No.: 09/895,456 Filed: June 29, 2001
Examiner: Marie C. Ubiles Group Art Unit: 2151
Docket No.: SBL0012US

Austin, Texas
June 29, 2004

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

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Technology Center 2600

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated March 29, 2004, having a shortened statutory period expiring on June 29, 2004. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification are presented in this paper.

The pending Claims are reflected in the listing of claims which begins on page 2 of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks begin on page 7 of this paper.